



*Washington*  
**Secretary of State**  
**SAM REED**

PRODUCTIVITY BOARD  
Employee Suggestion Program • Teamwork Incentive Program  
6880 Capitol Boulevard • PO Box 40244  
Olympia, WA 98504-0244  
Tel: 360.704.5203  
Fax: 360.704.7830  
TTY: 360.664.0515  
[www.secstate.wa.gov](http://www.secstate.wa.gov)

**AGENDA**

**WASHINGTON STATE PRODUCTIVITY BOARD**

Office of the Secretary of State  
Legislative Building  
December 3, 2010  
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*November 5, 2010*)
- Monthly Staff Update --Tracy Workman
- Employee Suggestion Adopts  
--Reviewer: George Masten
- Employee Suggestion Non-Adopts  
--Reviewer: Mike Kerschbaum
- Adjournment

*\*If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212  
or for TIP, contact Linnaea Jablonski at 360.704.5259*



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**Productivity Board Meeting Minutes**  
November 5, 2010

**WELCOME & INTRODUCTIONS**

Sam Reed called the meeting to order at 10:04 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

**ATTENDANCE**

**Board Members present:** Sam Reed, Martin Casey, Mike Kerschbaum, George Masten, Rich Tomsinski

**Board Members absent:** Brian Sonntag, Kathy Goebel, Wanda Riley and Scott Turner

**Staff present:** Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

**Guests present:** Marissa Bergener, Brenda Deligeanni, Marc Harrison, Faith Johnson, Deanna Morgan and Michelle Owen; Department of Health

**APPROVAL OF MINUTES**

The Board reviewed, moved, seconded, and voted unanimously to approve the October 1, 2010 minutes as written.

**MONTHLY UPDATE**

Tracy Workman reported that the first Public Service Recognition Week meeting is scheduled for November 17<sup>th</sup>. Productivity Board staff will be working with representatives to plan four events this year Olympia, Spokane, Tri-Cities and Seattle.

Sam Reed and Tracy Workman met with the Director of Lottery, Bill Hanson. Shad Bell and Linnaea Jablonski then met with the executive management team to get support of a marketing plan. They did get management's buy-off and plan to start marketing efforts the second week of January with the theme "\$10k is an idea away".

Sam and Shad also met with the Director of Revenue, Cindi Holmstrom.

### **TEAMWORK INCENTIVE PROGRAM – FINAL REPORT**

Department of Health, CWP-Administrative Lead Team Incentive Program for Blackberries, Cell Phones and Pagers

Mike Kerschbaum and Rich Tomsinski reviewed and concurred with agency and staff recommendations.

It was moved, seconded and *the board voted unanimously to accept the team's award recommendation and final report.*

**Total savings: \$7,519.78**

**Total Team Award: \$1,880.00**

### **EMPLOYEE SUGGESTION ADOPTS**

Mike Kerschbaum reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

### **EMPLOYEE SUGGESTION NON-ADOPTS**

Rich Tomsinski reported that he concurred with the agency evaluations and recommended approval: It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

### **NEXT BOARD MEETING**

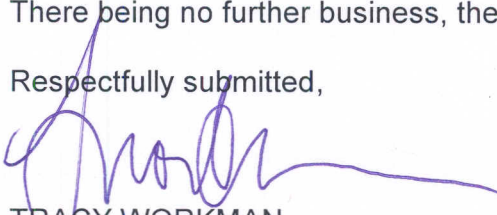
The next Board meeting is scheduled for December 3, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for December are Mike Kerschbaum and George Masten. Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.

### **ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:27 a.m.

Respectfully submitted,



TRACY WORKMAN  
Special Programs Manager  
TW/ds 11/08/10

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# **Washington State Productivity Board**

## **ADOPT REPORT**

December, 2010



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### Bellevue Community College

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900155 Mar2009	Kristen McConaha	Bellevue	Recognition

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*Savings/Desc* \$90.00

*Suggestion:* Bellevue Community College should move the current pay system to an electronic format in order to reduce errors, help keep a more secure tracking of what is submitted, reduce paper, and save time.

*Evaluation:* Eliminating hand generated pay documents will result in a \$90.00 annual savings, the intangible benefits of making this change are more significant. Continuing Education staff will be able to eliminate one step in processing pay documents and our Payroll staff will be able to eliminate four steps in the payment authorization process. This suggestion brings increased efficiency and the ability to redirect staff time to other projects. A recognition award is recommended to the suggester.

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### Department of Corrections

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900439 Oct2009	Sharon Pack	Shelton	\$50.00

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*Savings/Desc* \$942.00

*Suggestion:* The Department of Corrections (DOC) should print the NCIC background checks on the back of paper that is ready to be recycled since they are shredded after completion anyway.

*Evaluation:* Implementing this suggestion will result in a savings of \$942.12 annually for DOC. This idea has been implemented, and DOC appreciates the suggestion. Since this suggestion falls within the suggester's job duties, a recognition award is recommended.

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### Department of Revenue

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000181 Jun2010	J Suzanne Henrichs	Spokane	\$200.00

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*Savings/Desc*

*Suggestion:* The Department of Revenue (REV) should have one audit review for both the Compliance and Audit Divisions instead of each unit having their own.

*Evaluation:* This proposal provides consistent tax interpretation, application, standard language and approach to all major assessments issued by the agency. REV will implement this suggestion in January, 2011. While no hard dollar savings can be attributed to the idea, a \$200 recognition award is recommended to the suggester.

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# **Washington State Productivity Board**

## **NON-ADOPT REPORT**

December, 2010

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### Department of Corrections

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**Suggestion Number**      **Entry Date:**

201000206      Jun2010

**Suggestion:**      The Department of Corrections (DOC) should allow offenders to purchase toilet paper from the store if they want something other than what is provided.

**Evaluation:**      DOC provides personal hygiene necessities to all offenders and does not agree with the idea of selling better quality toilet tissue to offenders who can afford it. Situations such as this can create division between those with and those without money in the DOC environment.

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### Department of Corrections

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**Suggestion Number**      **Entry Date:**

201000251      Aug2010

**Suggestion:**      The Department of Corrections (DOC) should not require staff that are already experienced working with offenders attend CORE training when hired.

**Evaluation:**      Not a new idea. Since 2009, this has been the primary method within which DOC prepares staff to safely and successfully work within the prisons environment. DOC does have a process for requesting a waiver of academy attendance should the Appointing Authority believe an alternate training may be appropriate.

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### Department of Ecology

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**Suggestion Number**      **Entry Date:**

201000312      Sep2010

**Suggestion:**      The Department of Ecology (ECY), Water Quality Program (WQP), should process water permit applications through a business model other than standard spreadsheet in order to allow for better asset tracking.

**Evaluation:**      Not a new idea. In January, 2009, a procedure was adopted specifically for improving the efficiency of managing permit application processing and timelines. Communication and/or training will be discussed in how to use the recently redeveloped data system to help all staff track and manage permit applications for improving efficiency.



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### Department of Licensing

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**Suggestion Number**      **Entry Date:**

201000341      Oct2010

**Suggestion:**      The Department of Fish & Wildlife (DFW) and other state agencies should have employees who send out mass emails, when appropriate, use the "expire" function already available in their email software package so that such emails automatically self-delete from everyone's inboxes when their utility is expected to expire.

**Evaluation:**      The cost of training individuals on how to use this function and the agency's policy with regard to the auto-delete function outweighs the benefit of using it. The need to manage an individual's email in-box will not be eliminated and at best, it will slightly reduce the number of messages a person has to manage daily. In addition, there may be some individuals interested in seeing all of the "all staff" emails sent within the state or a particular agency that were sent when they were out of the office, and auto-deleting could create suspicions of some receiving information they did not upon their return.

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### Department of Services for the Blind

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**Suggestion Number**      **Entry Date:**

201000334      Sep2010

**Suggestion:**      The Department of Services for the Blind should (DSB) contract with a vendor who offers a wide variety of sandwich, salad, frozen food items in vending machines within each state building. A portion of the generated revenue (a negotiated percentage such as 60/40) could go directly to the state.

**Evaluation:**      Hot and cold vending machines are very expensive to maintain. Machines must be serviced every 3-4 days due to the short shelf life of their inventory and any unsold items must be discarded, resulting in a business loss. The hot/cold vending machines also cannot be placed in a building already housing a cafeteria or deli service. Based on past experience, a building must have at least 500 occupants with little or no eating options in the immediate area in order for these machines to have any chance of success.

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### Department of Social & Health Services

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**Suggestion Number**      **Entry Date:**

201000309      Sep2010

**Suggestion:**      The Department of Social and Health Services (DSHS) should do one of the following: request that a data link from HRMS to DSHS Active Directory be provided to update the information required in DSHS ISSD IT Standard 14.1.1 (to the DSHS Active Directory); if this isn't possible, then request Human Resource offices supporting DSHS, provide a report with the items contained in DSHS ISSD IT Standard 14.1.1 on a monthly basis; or Department of Personnel should grant access to the HRMS to DSHS IT network administrators who do Active Directory maintenance to be able to comply with DSHS ISSD IT Standard 14.1.1.

**Evaluation:**      Not a new idea. This idea was first discussed in August, 2009. The Steering Committee for this project realizes the need for loading this data into Active Directory and has recommended a tool to do so. However, funds are not available at this time to proceed with the purchase.



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Department of Social & Health Services

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**Suggestion Number**

**Entry Date:**

201000314

Sep2010

**Suggestion:** The Department of Social and Health Services (DSHS) should add a reporting field to the provider's monthly payment voucher requiring mandatory reporting of social leave for each state Medicaid resident in the home. This would provide a more accurate report of leave and cut down on over payments made to the provider.

**Evaluation:** Due to system limitations and potential costs of tracking and monitoring social leave, DSHS does not currently have the resources to implement this suggestion. Reprogramming the system to create and track this field would be cost prohibitive and may even require hiring new staff.

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Department of Social & Health Services

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**Suggestion Number**

**Entry Date:**

201000319

Sep2010

**Suggestion:** The Department of Social and Health Services (DSHS) should create or use the suggester's real time bulk inventory spreadsheet.

**Evaluation:** Not a new idea. A web-based application, CardMinder, has already been developed that will serve this purpose. This application is currently in use in two regions and will be presented to the remaining regions for consideration soon.

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Department of Social & Health Services

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**Suggestion Number**

**Entry Date:**

201000332

Sep2010

**Suggestion:** The Department of Social and Health Services (DSHS) should set up the Electronic Benefit Transfer (EBT) card funds to only be accessed to purchase approved expenses/items.

**Evaluation:** Resources not available. From a technical perspective, this idea is unfeasible. The EBT card itself does not have the capability to know what an approved charge would be. Limiting what the card will pay for must be done at the vendor or retailer's end which means flagging every item in their system and establishing new business rules for EBT transactions.

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Office of Financial Management

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*Suggestion Number*

*Entry Date:*

201000347

Oct2010

*Suggestion:*

The Office of Financial Management (OFM) should include a question on the "Privately Owned Vehicle Expenses" page in the Travel Expense Management System (TEMS) that asks travelers what mode of transportation they used so the correct mileage rate is applied.

*Evaluation:*

Cost outweighs the benefit. Adopting this suggestion would require agencies to develop ways to track when a traveler has a state vehicle available and the mileage rate would need to be manually adjusted in the system until the system could be modified to show the different rates in a drop-down menu. A new drop down menu would require business analysis, development, testing, changes to the user guide plus changes to internal policies and agency travel systems. Several agencies are already limiting or reducing Privately Owned Vehicle mileage reimbursement plus travel has been significantly reduced in the past two fiscal years.